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ANALYSIS OF

PUBLIC COMMENTS

ON SELECTED ALIGNMENTS

HAMILTON-WENTWORTH RAPID TRANSIT PROJECT

Prepared by: Connor Development Services Limited

For Submission by: Metro Canada Limited

To: The Regional Municipality of Hamilton-Wentworth

URBAN DOCUMENTATION CENTRE
RESEARCH UNIT FOR URBAN STUDIES
McMASTER UNIVERSITY
HAMILTON, ONTARIO

MCL Report HW-1-15.5
Part of Task 4.5
April 1, 1981

004759

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April 1, 1981

Mr. M.M. Ross
Project Co-Ordinator
Rapid Transit Project
100 Main Street East
Hamilton, Ontario
L8N 3V9

Dear Mr. Ross:

Subject: Report HW-1-15.5
Analysis of Public Comments on Selected Alignments

We are pleased to submit report HW-1-15.5, Analysis of Public Comments on Selected Alignments. This report is submitted in accordance with the requirements desribed in Task 4.5 (Sub-section 4.5 of Schedule A to the UTDC - Region Pre-implementation Program contract). This report has been prepared under Metro Canada direction by Connor Development Services Limited.

This report analyzes and summarizes the input we received at the third series of Open Houses March 9,10,and 11, 1981, and as a result of the associated flyer and radio and newspaper advert-isements. We have already verbally reported summary information contained in this report to the Technical Committee on March 19, 1981.

The information contained in this report forms part of the data base to be used in the preparation of our recommendations concerning the preferred final rapid transit alignment. We have enclosed with this letter one bound copy for your use, and one unbound copy suitable for reproduction.

Very truly yours,

P.J. McCann
Project Manager

PJM:jp

cc: C.T.C. Armstrong

Encl.

CONCLUSIONS

1. A high degree of participation by residents of the Mountain Corridor (Area B) occurred during this phase of the public participation: they contributed 51% of all written responses.

2. Support for the proposed rapid transit system was fairly strong: 68% of all respondents in areas other than B: the Mountain Corridor indicated support; 12% were still undecided and 15% indicated opposition.

3. Within Area B: the Mountain Corridor, 47% of respondents indicated support for rapid transit, 14% were undecided and 37% were opposed.

4. Overall, 57% of all respondents support rapid transit. Since over half of the replies come from Area B, their low level of support influences the outcome considerably.

5. Alignment W (Upper James St.) and option W1 (John St.) received strong support as 32% of all respondents preferred W and five of the seven Regional areas gave highest support to alignment W.

6. Alignment Y was the second most preferred alignment. For all those who preferred X, Y or Z, option 1, Mohawk Road was strongly supported.

7. Citizens supported their preferences with reasons: the most frequently given was that their preferred alignment was most centrally located, and served the most densely populated areas. The second most frequently stated reason was that their preferred alignment was the most direct, practical and efficient one.

8. Considerable concern was expressed about the impact of the rapid transit on residential areas. Citizens fear property loss, devaluation and commercialization, negative visual impact, loss of privacy. Others expressed opinions that rapid transit is too costly and unnecessary.

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INTRODUCTION

This report contains an analysis of the public response to the four proposed rapid transit alignments resulting from the third phase of the public participation process. The four proposed alignments were presented and citizens were requested to select the one which they preferred most, and to outline their reasons. At this time citizens did not have any comparative, evaluative information for each of the four proposed alignments on which to base their selection.

To solicit public response, a newspaper display advertisement with a return coupon; radio spot ads; a door-to-door flyer in the rapid transit corridor with a response coupon and three Open Houses were used. A total of 1075 citizens responded, of whom 639 citizens left written responses upon which this report is based.

The methodology section outlines what information was solicited from the public; describes the study area and the alignments; and describes how the data was collected and analyzed. The results and discussion section presents the results of the study: the nature and impact of the response; the level of support for rapid transit; the public preferences for alignments and options; their reasons for their choice; citizens' concerns and comments, and alternative alignments suggested by citizens. The final section presents the study conclusions and the consultants' recommendations.

METHODOLOGY AND RESPONSE RATE

Responses Solicited

Public response was solicited through the following methods:

1. Citizens were asked to select their preferred alignment: one of W, X, Y or Z.

2. Citizens were asked to indicate which option of their preferred alignment they felt was better; e.g. W1 or W2; X1 or X2; Y1 or Y2; Z1 or Z2. In reality X1, Y1 and Z1 are the same, and X2, Y2 and Z2 are the same while the overall X, Y and Z alignments differ.

3. Citizens were asked to state their reasons for their preferences.

4. Citizens were asked to indicate if they supported or opposed the project, or remained undecided.

5. On the Open House exit form, citizens were asked if they had already responded by sending in a coupon so that the degree of overlap (inflation factor) could be ascertained.

6. On the Open House exit form citizens were asked to indicate how they learned about the Open House (radio, newspaper ad, flyer, other).

7. On the Open House exit form citizens were asked to indicate if they had attended a previous Rapid Transit Open House.

8. Citizens were requested to give their name (optional), address and postal code to allow replies to be sorted by area.

Study Area

The following map (Figure 1) indicates areas A to H which were used to identify the geographic distribution of the respondents. The areas are:

A: Corridor/Downtown
B: Corridor/Mountain
C: Adjacent/Downtown
D: Adjacent/Mountain
E: Other Lower City
F: Other Mountain
G: Other Region
H: Outside Region

Alignments

The four alignments and their options appear in Figure 2.

FIGURE 1

MAP OF THE STUDY AREA

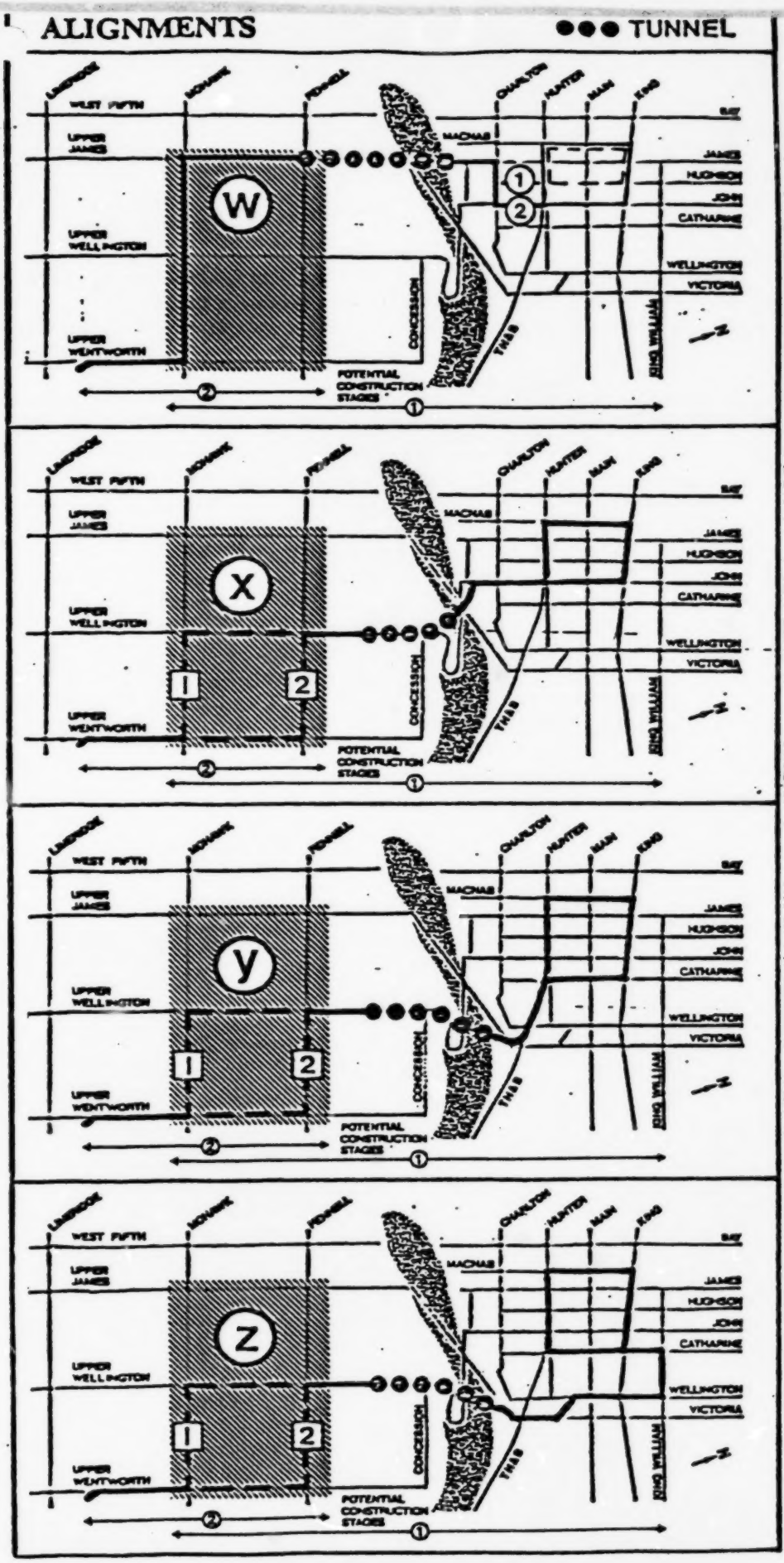

FIGURE 2

FOUR PROPOSED ALIGNMENTS

Data Collection

Public response to four alignments and their options was obtained through the following:

1. A display advertisement in the Hamilton Spectator on March 5, 1981 carried information about the project, announced the Open Houses, and solicited response through a mail-in coupon of which 112 were received. Appendix 1 displays a sample of the advertisement.

2. Flyers were distributed to 25000 homes in the Rapid Transit Corridor; Areas A and B, shown on the map appearing on page 3 (Figure 1). These flyers duplicated the newspaper advertisement, differing only with its headline which read, "Come to our Rapid Transit Open House". The flyer had a mail-in coupon of which 173 were received.

3. A series of three Open Houses were held on March 9, 10 and 11, 1981; two were held in Area B: the Mountain Corridor, and one was held in the Public Library in Area A: the Downtown Corridor. Citizens attending the Open Houses were requested to fill out an Exit Form before leaving. Of the 790 citizens who attended the three Open Houses, 45%, or 354 people, did so.

   To increase Exit Form response, a staff member greeted citizens at the door and handed them an Exit Form requesting that they complete it before leaving. Resource staff at the Open Houses also encouraged citizens to fill them out. Some citizens refused on the basis that they had no opinion or knew too little about the project; others came in couples and only one would complete a form.

   Table 1 summarizes the attendance at the Open Houses.

TABLE 1

OPEN HOUSE ATTENDANCE

Date	Attendance	
	No.	%
March 9, 1981	239	30
March 10, 1981	358	45
March 11, 1981	193	25
Total	790	100

4. Radio spot advertisements aired prior to the newspaper advertisement encouraged citizens to see the display advertisement and to participate.

Table 2 indicates the public response through Open House attendance, and through written response on newspaper coupons, flyer coupons and Open House exit forms. A total of 1075 citizens responsed: 112 (10%) through newspaper coupons; 173 (16%) through flyer coupons; 354 (33%) by Open House attendance and exit forms; and 436 (41%) who attended Open Houses but did not fill out exit forms.

TABLE 2

SUMMARY TABLE OF PUBLIC RESPONSE
THROUGH NEWSPAPER COUPONS, FLYER COUPONS
AND OPEN HOUSE ATTENDANCE AND EXIT FORMS

Date	Coupon (Newspaper)	Coupon (Flyer)	Open House Attendance Exit Form	Open House Attendance Only (No exit form)	Total No.	%
March						
6	0	4	0	0	4	<1
9	51	23	142	97	313	29
10	33	31	104	254	422	39
11	12	67	108	85	272	26
12	10	32	0	0	42	4
13	6	16	0	0	22	2
Total	112	173	354	436	1075	100
Percent	10	16	33	41	100	

1. Figures rounded, may not add to 100

Data Analysis

A total of 639 written responses were received through coupons and exit forms. As shown on Table 3, 90% of these were received within 6 days following the advertisement in the Spectator. Of the 639 replies, 18% were newspaper coupons, 27% were flyer coupons, and 55% were Open House exit forms.

TABLE 3

SUMMARY OF RECORDED
PUBLIC RESPONSE ON COUPONS
AND OPEN HOUSE EXIT FORMS

Date	Coupon (Newspaper)	Coupon (Flyer)	Open House Exit Form	Total No.	Total %	Cumulative %
	← Actual Numbers →					
March 6	0	4	0	4	41	41
March 9	51	23	142	216	34	35
March 10	33	31	104	168	26	61
March 11	12	67	108	187	29	90
March 12	10	32	0	42	7	97
March 13	6	16	0	22	3	100
Total	112	173	354	639	100	
Percent	18	27	55	100		

RESULTS AND DISCUSSION

Overview

As shown previously in Table 3, a total of 639 written responses were received from a total of 1075 people who actively participated in this phase of the public participation program associated with the rapid transit study. Of the 639 written responses used for this analysis, 55% were from citizens who attended the Open Houses (see Table 4).

TABLE 4

PUBLIC RESPONSE BY SOURCE

Source	Number	Percent
Newspaper Coupon	112	18
Flyer Coupon	173	27
Open House Exit Form	354	55
Total	639	100

While the total responses received numbered 639, note that various column and row totals presented in tables in this report may differ. This reflects the fact that each person, in filling out their coupon or exit form, may not have replied to all questions.

Opportunity to Respond

The citizens in the rapid transit corridor, being those most highly impacted by the proposed alignments, have been given the greatest opportunity to respond throughout the public participation program. For this round, each home in the Corridor (areas A and B) received a flyer delivered through householder mail. All Open Houses held since the fall of 1980 have been located in areas A and B.

The display advertisements in the Hamilton Spectator (in October, 1980, January and March, 1981) were available to all Regional residents who purchased a copy of the Spectator on the dates the ads appeared. In March, short stimulus spot ads on CHML were available Region wide.

While it is important to involve those citizens most likely to be impacted by the rapid transit and who may be opposed to it, it is equally important to involve the beneficiaries, those who will benefit from the rapid transit, and who may live throughout the Region.

Impact of Area B Response

Area B, the Mountain Corridor is that area bounded by the Escarpment on the north, by Upper Wentworth Street on the east, West Fifth Street on the west and on the south, by Limeridge Road. This area embraces all four alignments on the Mountain. The people who live in Area B are very concerned about and interested in the rapid transit project. Area B residents received a door-to-door flyer prior to the March Open Houses, and two of the three Open Houses were held in their area. Their greater concern and interest, plus the above factors, resulted in Area B responses dominating the overall responses received. Of the 639 responses analyzed for this report; 51% were submitted by Area B: Mountain Corridor residents.

Response by Area

Table 5 illustrates the predominance of Area B responses. Area A comprised 18% of all responses while all other areas comprised 31%.

TABLE 5

AREA BY RESPONSE

Area	Response	
	No.	%
A. Corridor/Downtown	114	18
B. Corridor/Mountain	325	51
C. Adjacent/Downtown	28	4
D. Adjacent/Mountain	32	5
E. Other Lower City	43	7
F. Other Mountain	41	6
G. Other Region	20	3
H. Outside Region	36	6
Unidentified		
Total Response	639	100

In the previous round of public participation (January, February, 1981) 44% of all responses came from the rapid transit corridor. The results from this round indicate that 79% of responses came from residents of the rapid transit corridor (Areas A and B).

Respondents to Phase 3

Phase 3 of the public participation program of the rapid transit project, occurring in March, 1981, attracted 1075 responses from the public. Of these 639 left written responses for this analysis. In order to ascertain if these citizens were earlier participants or an entirely new group of people, the exit form included the following question: "Have you previously attended an Open House?" A total of 316 people replied: 89% said "no" indicating that this was their first visit to a rapid transit Open House. Area B residents comprised 58% of these first-time visitors (see Table 6). This emphasizes again the predominance of Area B respondents to Phase 3.

TABLE 6

OPEN HOUSE EXIT FORMS:
RESPONSES TO QUESTION:
"Have you previously attended an Open House?"

(Percentage Disbribution)

AREA	YES %	NO %	TOTAL No.	TOTAL %
A. Corridor/Downtown	30	70	20	6
B. Corridor/Mountain	8	92	198	63
All Others	13	87	98	31
Total Response	35	281	316	100
Percent Response	11	89	100	

Response Overlap

In order to determine whether citizens were being over-represented in this analysis by submitting more than one response, citizens were asked to indicate on the Open House exit form if they had sent in a flyer or newspaper coupon in addition to their exit form. Table 7 indicates that of the 48 people who replied "yes", 56% were Area B Mountain Corridor residents and 4% were from Area A: Downtown Corridor. This suggests that the results from Area B respondents could be inflated due to multiple responses from individuals.

TABLE 7

OPEN HOUSE EXIT FORM RESPONSES TO QUESTION:
"Have you already sent in a response coupon from the flyer or newspaper?"[1].

AREA	YES Flyer	YES Newspaper	TOTAL No.	%
A. Corridor/Downtown	2	0	2	.4
B. Corridor/Mountain	18	9	27	56
C. Adjacent/Downtown	0	1	1	2
D. Adjacent/Mountain	4	0	4	8
E. Other Lower City	2	2	4	8
F. Other Mountain	1	3	4	8
G. Other Region	0	0	0	0
H. Outside Region and Unidentified	4	2	6	14
Total	31	17	48	100

1. Exit forms filled out by citizens who attended Open Houses March 9, 10, 11, 1981.

Awareness of Open Houses

Citizens at the Open Houses were asked to indicate how they had learned about the Open Houses. Of the responses, 42% of citizens said they had learned about the Open House from the door-to-door flyer; 28% said they had seen it in the newspaper advertisement; 5% from the radio and 25% from other sources, naming friends, relatives, neighbours, teachers, their minister or priest, from members of the Talus Group (a citizens' association in Area A), from T.V. The intent of the radio ads was to encourage people to see the ad in the Spectator (see Table 8).

TABLE 8

OPEN HOUSE EXIT FORM RESPONSES
TO THE QUESTION: "Please tell
us how you found out about the Open House"[1].

(Percentage Distribution[2])

AREA	NEWSPAPER %	RADIO %	FLYER %	OTHER %	TOTAL No.	TOTAL %
A. Corridor/Downtown	18	3	41	38	34	9
B. Corridor/Mountain	31	5	53	11	251	62
C. Adjacent/Downtown	0	0	38	62	16	4
D. Adjacent/Mountain	32	0	16	52	19	5
E. Other Lower City	40	0	7	53	15	4
F. Other Mountain	33	6	11	50	18	5
G. Other Region	14	7	7	71	14	4
H. Outside Region	17	8	0	75	12	3
Unidentified	43	14	29	14	14	4
Total	111	18	165	99	393	100
Percent Response	28	5	42	25	100	

1. Exit forms filled out by citizens who attended Open Houses on March 9, 10, 11, 1981.

2. Figures rounded, may not add to 100.

Support for Rapid Transit

Table 9 illustrates the level of support indicated by citizens who responded through flyers, newspaper coupons and exit forms.

TABLE 9

AREA BY LEVEL OF SUPPORT FOR RAPID TRANSIT

(Percentage Distribution[1].)

AREA	LEVEL OF SUPPORT (%)				TOTAL	
	Support	Undecided	Opposed	No Response[2]	No.	%
A. Corridor/Downtown	68	13	18	2	114	18
B. Corridor/Mountain	47	14	37	3	325	51
C. Adjacent/Downtown	82	11	7	0	28	4
D. Adjacent/Mountain	84	6	6	4	32	5
E. Other Lower City	63	9	16	12	43	7
F. Other Mountain	73	1	12	7	41	6
G. Other Region	65	10	25	0	20	3
H. Outside Region and Unidentified	47	22	19	11	36	6
Total Response	365	81	168	25	639[3]	100
Percent Response	57	13	26	4	100	

1. Figures rounded, may not add to 100
2. Includes 'spoiled' and 'no response'
3. Responses on Open House exit forms, coupons from flyer and coupons from newspaper advertisement.

In January, when a general concept of where alignments may be located was made public, 69% of all respondents supported rapid transit and 16% were opposed. In March, 1981, four proposed alignments were made public: at this time 57% of respondents said they supported rapid transit while 26% were opposed and 13% remained undecided. The greatest source of opposition as shown in Table 6 arises from Area B: the Mountain Corridor where 37% oppose rapid transit, 47% support it and 14% are undecided.

Support in Area A: the Downtown Corridor remains fairly strong. Table 10 presents a comparison of support between Area A, Area B and all other Areas as well as the level of support from all areas except Area B.

TABLE 10

AREA BY LEVEL OF SUPPORT:
AREA B, AREA A AND ALL OTHERS

(Percentage Distribution[1.])

AREA	LEVEL OF SUPPORT (%)				TOTAL	
	Support	Undecided	Opposed	No Response/ Spoiled	No.	%
A. Corridor/Downtown	68	13	18	2	114	18
B. Corridor/Mountain	47	14	37	3	325	51
All Others	69	11	14	7	200	31
Total response	365	81	168	25	639	100
Percent response	57	13	26	4	100	
Total response (not including Area B)	214	37	48	15	314	
Percent response (not including Area B)	68	12	15	5	100	

Support for rapid transit outside the Mountain Corridor (Area B) remains strong at 68% indicating support, 12% indicating 'undecided', and 15% being opposed. The degree of opposition to the project decreases from 37% in Area B to 15% in all other areas, a 22% drop in opposition. Support increases from 47% in Area B to 68% in all other areas, an increase of 21% in level of support for rapid transit. Clearly these results suggest greater concern and opposition within Area B, and a high degree of support and acceptance in all other areas, including Area A: the Downtown Corridor.

The highest level of support arises from Areas C and D, those adjacent to the corridor, which indicate 82% and 84% of respondents favour rapid transit. Area F: Other Mountain showed 73% in favour; while Areas A: Corridor Downtown, Area E; Other Lower City and Area G: Other Region showed support of 63-68%. Those residents of areas outside the region and those who did not identify their place of residence showed low support: 47% opposed.

Table 11 summarizes and compares the level of support for the rapid transit project as shown in January, 1981 and in March, 1981. Support has decreased in all areas except Area D: Adjacent/Mountain (68% to 84%) and in Area B: Mountain Corridor from 45% to 47%.

TABLE 11

AREA BY LEVEL OF SUPPORT:
JANUARY, 1981 and MARCH, 1981

AREA	SUPPORT FOR RAPID TRANSIT	
	January (%)	March (%)
A. Corridor/Downtown	75	68
B. Corridor/Mountain	45	47
C. Adjacent/Downtown	100	82
D. Adjacent/Mountain	68	84
E. Other Lower City	82	63
F. Other Mountain	91	73
G. Other Region	71	65
H. Outside Region	100)	47
Unidentified	100)	
Total Response	218	365
Percent Response	69% (of 314)	57% (of 639)

Public Preferences for Alignments

The alignment preferred by most citizens is alignment W which received 32% of public support. Alignment Y was the second most popular with 20% of the respondents selecting it as their preferred alignment. Alignment Z was chosen by 17% of the respondents and alignment X, the least popular, was selected by only 9% of respondents. Some people spoiled their form by crossing out all alignments, while others left it blank: a total of 22% of citizens did not reply. Some of these indicated support for the project but did not select an alignment. Table 12 summarizes the public preferences.

TABLE 12

PUBLIC PREFERENCES FOR ALIGNMENTS W, X, Y AND Z: AREA BY ALIGNMENT

(Percentage Distribution[1].)

AREA	ALIGNMENT PREFERENCE (%)					TOTAL	
	W	X	Y	Z	No Reply/ Spoiled	No.	%
A. Corridor/Downtown	25	6	38	21	11	114	18
B. Corridor/Mountain	35	10	14	14	28	325	51
C. Adjacent/Downtown	36	4	21	21	18	28	4
D. Adjacent/Mountain	41	9	25	13	13	32	5
E. Other Lower City	28	9	12	26	26	43	7
F. Other Mountain	49	12	20	15	5	41	6
G. Other Region	25	10	30	20	15	20	3
H. Outside Region and Unidentified	14	3	19	33	31	36	6
Total Response	206	54	129	111	139	639	100
Percent Response	32	9	20	17	22	100	

1. Figures rounded, may not add to 100

Public Preferences for Alignment Options

Those in Area A: Corridor Downtown preferred alignment Y: 38% selected it as their preferred choice. Of these 49% had no preference regarding the use of Mohawk or Fennell; of those who did Y1 (Mohawk) was heavily favoured as 42% chose Mohawk, only 9% chose Fennell (see Table 15).

Citizens in Area B: Corridor Mountain favoured Alignment W as 35% selected it as their preferred alignment. There appears to be no difference between options W1 and W2: John or Hughson Street (see Table 13).

Area C: Adjacent Downtown also preferred alignment W, as 36% made it their preferred alignment. They showed a strong preference for option W2: 70% of those choosing W selected W2 (see Table 13).

In Area D: Adjacent Mountain, 41% of respondents selected alignment W and very strongly favoured option W2 as 85% of those favouring W also preferred W2, John Street as opposed to W1: Hughson Street (see Table 13).

TABLE 13

PREFERENCES FOR OPTION W1 AND W2
AMONG THOSE WHO PREFER ALIGNMENT W: AREA BY OPTION[1].

AREA	PREFER ALIGNMENT W (%)			TOTAL	
	W1 (Hughson St.)	W2 (John St.)	No Preference	No.	%
A. Corridor/Downtown	39	39	21	28	14
B. Corridor/Mountain	33	35	32	113	55
C. Adjacent/Downtown	20	70	10	10	5
D. Adjacent/Mountain	8	85	8	13	6
E. Other Lower City	50	42	8	12	6
F. Other Mountain	30	40	30	20	10
G. Other Region	0	60	40	5	2
H. Outside Region and Unidentified	0	60	40	5	2
Total Responses	63	88	55	206	100
Percent Response	31	43	26	100	

1. Percentage Distribution. Figures rounded, may not add to 100.

TABLE 14

PREFERENCES FOR OPTION X1 AND X2
AMONG THOSE WHO PREFER ALIGNMENT X: AREA BY OPTION
(Percentage Distribution[1].)

AREA	PREFER ALIGNMENT X			TOTAL	
	X1 (Mohawk)	X2 (Fennell)	No Preference	No.	%
A. Corridor/Downtown	43	14	43	7	13
B. Corridor/Mountain	42	42	16	31	57
C. Adjacent/Downtown	100	0	0	1	2
D. Adjacent/Mountain	33	66	0	3	6
E. Other Lower City	50	0	50	4	7
F. Other Mountain	80	20	0	2	4
G. Other Region	0	50	50	1	2
H. Outside Region and Unidentified	0	0	100	1	2
Total Response	24	18	12	54	100
Percent Response	44	33	22	100	

1. Figures rounded, may not add to 100.

TABLE 15

PREFERENCES FOR OPTION Y1 AND Y2
AMONG THOSE WHO PREFER ALIGNMENT Y: AREA BY OPTION

(Percentage Distribution[1.])

AREA	PREFER ALIGNMENT Y			TOTAL	
	Y1 (Mohawk)	Y2 (Fennell)	No Preference	No.	%
A. Corridor/Downtown	42	9	49	43	33
B. Corridor/Mountain	48	41	11	46	36
C. Adjacent/Downtown	33	33	33	6	5
D. Adjacent/Mountain	25	75	0	8	6
E. Other Lower City	60	40	0	5	4
F. Other Mountain	25	63	13	8	6
G. Other Region	33	67	0	6	5
H. Outside Region and Unidentified	71	14	14	7	6
Total Response	56	43	30	129	100
Percent Response	43	33	23	100	

1. Figures rounded, may not add to 100.

TABLE 16

PREFERENCES FOR OPTIONS Z1 AND Z2
AMONG THOSE WHO PREFER ALIGNMENT Z: AREA BY OPTION

(Percentage Distribution[1.])

AREA	PREFER ALIGNMENT Z			TOTAL	
	Z1 (Mohawk)	Z2 (Fennell)	No Preference	No.	%
A. Corridor/Downtown	33	33	33	24	22
B. Corridor/Moutain	41	41	18	44	40
C. Adjacent/Downtown	83	17	0	6	5
D. Adjacent/Mountain	25	75	0	4	4
E. Other Lower City	64	27	9	11	10
F. Other Mountain	50	50	0	4	4
G. Other Region	100	0	0	3	3
H. Outside Region and Unidentified	58	17	25	12	11
Total Response	53	38	20	111	100
Percent Response	48	34	18	100	

1. Figures rounded, may not add to 100.

In Area E: Other Lower City 28% of respondents selected alignment W and 26% selected Alignment Z. Of those preferring W, options W1 and W2 were almost equally preferred. Of those selecting Z, Z1 (Mohawk) was highly favoured with 64% supporting it (see Tables 13 and 16).

In Area F: Other Mountain, alignment W was again first in preference as 49% of respondents selected it. They showed no strong preference for either option (see Table 13).

Area G: Other Region was quite evenly divided among alignments Y (30%); W (25%) and Z (20%). Options Y2 (Fennell), W2 (John) and Z1 (Mohawk) were chosen, respectively. Those in Area H: Outside the Region preferred alignment Z (33%) (see Tables 15, 13 and 16 respectively).

Table 17 summarizes the preferences for alignments, showing the first, second and third most preferred alignments by Area. Alignment W is the most preferred alignment in five of the seven Regional areas; Y was the first preference for two of seven areas. The second most popular preference was Y, placing four out of seven. Alignment Z most frequently showed as third in preference.

Table 14 shows the preferences for alignment X: four areas preferred option X1, two, option X2 while Area B showed no preference.

TABLE 17

AREA BY ALIGNMENT: PUBLIC PREFERENCES

AREA	ALIGNMENT PREFERENCE[1]		
	First	Second	Third
A. Corridor/Downtown	Y (38%)	W (25%)	Z (21%)
B. Corridor/Mountain	W (35%)	Y (14%)	Z (14%
C. Adjacent/Downtown	W (36%)	Y (21%)	Z (21%)
D. Adjacent/Mountain	W (41%)	Y (25%)	Z (13%)
E. Other Lower City	W (28%)	Z (26%)	Y (12%)
F. Other Mountain	W (49%)	Y (20%)	Z (15%)
G. Other Region	Y (30%)	W (25%)	Z (20%)
H. Outside Region and Unidentified	Z (33%)	Y (19%)	W (14%)

1. The remainder for each area either: preferred X; had no preference; did not reply; or spoiled their form.

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Preferences for Alignment and Option

Alignment W, which has shown to be the most preferred alignment, has two options: W1, using Hughson Street; and W2, using John Street. Of all citizens who preferred W, 43% selected option W2; 31% selected option W1; and 26% showed no preference (see Table 13).

Alignment Y was the second most preferrred alignment. Option Y1 (Mohawk) was somewhat more preferrred: 43% of those who prefer alignment Y prefer option Y1 (Mohawk); 33% prefer option Y2 (Fennell); and 23% had no preference (see Table 15).

The third most favoured alignment was Z; of those whose first choice was Z, 48% preferred option Z1 (Mohawk); 34% preferred option Z2 (Fennell); and 18% had no preference (see Table 16).

Alignment X was least preferred of all: of the 54 people who prefer X, 44% prefer option 1 while 33% prefer option 2 and 22% had no preference.

Of all respondents choosing one of X, Y or Z, option 1 for each (Mohawk) was preferred; 44% of those favouring X; 43% of those preferring Y and 48% of those favouring Z, also favoured Mohawk as the option.

It is interesting to note that Area B respondents showed little difference in preferences for options whether they preferred W, X, Y or Z. Area A showed little preference for options for alignments W or Z, but strongly preferred X1 and Y1, i.e. Mohawk.

In summary, the options preferences are, of those who:

- Prefer Alignment W
  - W2 (John Street) 43%
  - W1 (Hughson Street) 31%
  - No preference 26%

- Prefer Alignment X
  - X1 (Mohawk Road) 44%
  - X2 (Fennell Ave.) 33%
  - No Preference 22%

- Prefer Alignment Y
  - Y1 (Mohawk Road) 43%
  - Y2 (Fennell Ave.) 33%
  - No preference 23%

- Prefer Alignment Z
  - Z1 (Mohawk Road) 48%
  - Z2 (Fennell Ave.) 34%
  - No preference 18%

Reasons for Alignment Preference

Table 18 summarizes the reasons given by respondents to support their preferred alignment. A content analysis of the written comments assigned citizens' reasons to one of 17 categories which themselves were drawn from the reasons given. Some citizens gave no reasons; some wrote comments in opposition or in general support and these are discussed later; some wrote one reason; others wrote a number of reasons. Each stated reason supporting a preferred alignment was assigned to a category.

TABLE 18

REASONS GIVEN TO SUPPORT ALIGNMENT PREFERENCE

Reason	Preferred Alignment				Total Comments
	W %	X %	Y %	Z %	No.
Most centrally-located alignment through most densely-populated areas; serves widest area.	35	10	21	34	196
Most direct, practical, efficient alignment; uses most suitable streets; uses commercial streets; uses T.H & B; uses less track, tunnel.	18	20	54	9	82
Serves Central Business District best; will revitalize CBD.	28	7	19	47	75
Serves Key points best, e.g. hospitals, college, city hall; serves business/commercial best; serves malls, plazas, Limeridge Mall best.	85	6	4	4	68
Most accessible and convenient route.	41	14	24	21	63
Least disruptive to present residential areas and present transportation systems.	39	7	51	4	59
Allows for future expansion, staging; for future needs and growth.	52	7	15	26	27
Best linkages to highways, GO service, bus routes, etc.	62	4	15	19	26
Most economical	44	24	28	4	25
Least environmental impact	17	4	67	13	24
Best service for Mountain residents	72	11	11	6	18
Least negative visual impact	39	6	56	0	18
Least loss of property	53	7	33	7	15
Highest quality of service	46	0	16	38	13
Will ease traffic congestion	31	23	23	23	13
Farthest from my home	50	17	0	33	6
Serves elderly people best	0	25	0	75	4

Six of the 17 categories received most responses. The most frequently cited reason was given by 196 people who said that their preferred alignment was the most centrally located one; it travelled through the most densely populated areas; and/or it served the widest area. Alignments W and Z were supported the most for this reason, alignment X the least.

The reason given by 82 citizens and ranking second most frequently was that their preferred alignment was the most direct, most practical, and efficient; that it used the most suitable and/or commercial streets; that it used the T.H. and B. right of way; and that it used less track and tunnel. Alignment Y was supported by 54% of those giving these reasons.

Ranking third, 75 citizens said their preferred alignment would serve and revitalize the central business district the best. Alignment Z was supported by 47% of this group for this reason.

Frequently given as a reason by 68 people, the fourth most frequent reason for their preferred alignment was that it served key points best, e.g. Mohawk College, City Hall, plazas, hospitals etc. Alignment W was cited by 85% of those people giving this reason.

Sixty-three citizens supported their alignment preference by saying their choice was most accessible and convenient for them to use: 41% said alignment W was best; 24% chose Y.

For 59 citizens, their preferred alignment caused the least disruption to residential areas and present transportation systems. For 51% of this group, alignment Y was the best; for 39% alignment W was the best.

Of those who felt their preferred alignment was the best in terms of allowing for future expansion and staging and for meeting future growth needs, 52% selected alignment W.

Some citizens felt their preferred alignment offered the best linkages with bus services, highways etc.; of these 62% felt alignment W was best.

Some citizens felt their preferred alignment was the most economical one: of those 44% selected alignment W. Alignment Y was seen as having the least environmental impact by those concerned with the environment; 67% selected Y.

For those who supported their choice as the best one to serve the Mountain residents, 72% selected alignment W, the alignment farthest from the residential areas along Upper Wellington Street and Upper Wentworth Street.

For those concerned with the visual impact, 56% felt that alignment Y had the least negative impact. For many who preferred Y, its use of the T.H. and B. right of way was a strong influence.

Many citizens expressed concern for the loss of residential property which could occur with the installation of a rapid transit system. For those who based their selection on least loss of property; 53% preferred alignment W.

For quality of service, 46% preferred alignment W; for easing traffic congestion, 31% preferred alignment W; for those who preferred an alignment farthest from their home 50% selected W; and for those who preferred an alignment because it would provide service for the elderly best, Z was selected.

Alignment W was selected 11 times out of 17 as being the best alignment; alignment Y proved to be second most favoured, being preferred most on 4 of 17 factors. Alignment Z proved most popular on 3 of these reasons. Alignment X proved least popular on all.

Citizens' Concerns and Comments

Citizens wrote comments on the coupons, exit forms and in attached letters expressing their concerns about, and giving their opinions on the rapid transit system. These were analyzed using content analysis techniques. Twelve categories emerged and are briefly described below and are shown in Table 19.

The concerns which occurred most frequently related to the loss of, devaluation and expropriation of property; to the concern about the use of residential streets; to the location of a tunnel entrance near residential property and to the commercialization of residential streets. Of the 62 people who noted this concern, 81% were from Area B: The Mountain Corridor.

The second most frequent opinion was that rapid transit is unnecessary in Hamilton; that people won't use it; that transit trips will become longer and more complex and that the need is unsubstantiated. Of the 46 people citing this opinion, 61% were from Area B: the Mountain Corridor.

Of the 35 people who claimed that the system is too expensive and an unnecessary use of public funds and who feared increased taxes as a result, 71% were from Area B: the Mountain Corridor.

Thirty-four citizens described why they support the rapid transit: they said it was needed; would save fuel; would "perk-up" Hamilton; would serve future needs; could and should be expanded and would stimulate commercial activity. Of these, 59% were from Area B: the Mountain Corridor.

Thirty-four people felt that the rapid transit was not needed because the present bus system is adequate and they advocated encouraging greater use and adding more buses if needed. Of these, 62% lived in Area B: the Mountain Corridor.

TABLE 19

CITIZENS' CONCERNS AND COMMENTS ABOUT RAPID TRANSIT

Concerns/Comments	Area (%)			Total Comment
	A %	B %	All Others %	
Loss of residential property; property devaluation; should avoid residential areas; opposed to tunnel close to home; will encourage commercialization of residential areas.	6	81	13	62
Unnecessary; people won't use it; make trips more difficult, longer; need unsubstantiated; needed in outlying areas.	15	61	24	46
Too expensive; will increase taxes; cause unemployment; unnecessary use of public funds.	14	71	14	35
Support it; access needed; save fuel; will 'perk-up' Hamilton; favour tunnel; all alignments suitable; will serve future needs; can be expanded; should be longer; will stimulate commercial activities.	6	59	35	34
Negative visual impact; cause litter, slum, vandalism; cause shadows; negative aesthetic impact on CBD.	27	60	13	30
Should go east-west; serve industrial area.	7	64	29	28
No alignment suitable; not practical; not realistic; Hamilton should not be 'guinea pig'; let Vancouver try it first; won't serve residents most impacted.	8	50	42	24
Invasion of privacy	8	83	8	12
Cause excess noise	11	66	22	9
Detrimental to environment	29	42	29	7
Street (Wellington, Mohawk Fennell) not suitable.	0	84	16	7

Thirty citizens were concerned about the possible impact of the guideway saying it would increase vandalism; cause slums and shadows and create a negative visual impact. Of these, 60% were from Area B: the Mountain Corridor.

Seven additional factors were cited by citizens and can be seen in Table 19 with the frequency of responses. They include concerns about noise; privacy; the environment; an east/west service; disagreement with the proposal; disagreement with using Mohawk and/or Fennell Streets; and cost.

These concerns and comments have remained consistent in their nature since the project became public.

Alternate Alignments Proposed by Citizens

A number of citizens suggested changes in the proposed alignments or new alignments. These are:

1. A Y.W.C.A. staff member asked that the rapid transit avoid McNab Street as McNab St. runs along in front of the Y.W.C.A. residence. The citizen described the traffic as very heavy but was concerned that the rapid transit would interfere with the charter buses and DARTS vehicles daily (numerous trips per day) bringing senior citizens and disabled children and adults to the Y.W.C.A. (i.e. people not likely able to use rapid transit). Several citizens described this problem and suggested the alignment go around Whitehern or over the City Hall parking lot.

2. A retired couple who preferred alignment Z wanted to suggest that Z1 (Mohawk) and Z2 (Fennell) both be used.

3. A Garth St. resident suggested using the T.H. and B. right of way right to the top of the Escarpment.

4. Another citizen suggested that the alignment be extended to Bay Street because "Bay is an imminent major development area which, at this time, could be serviced at lower cost also allowing the new developments (including possibly an arena) to provide for transit access, etc."

5. Another Garth Street resident recommended that the alignment on the Mountain have a section from Fennell St. to West 5th.

6. A Mohawk Road E. resident advocates an alignment on Upper James Street proceeding on to Limeridge, then on to Upper Wentworth.

7. Another citizen suggested that an alignment link up with the proposed Industrial Road.

8. A Queenston Rd. resident who felt that alignment W served the Mountain best and alignment Z served the central business area best suggested a combination of W and Z.

9. A Flatt Ave. resident suggested that the rapid transit system have one access up the Escarpment (to the east or west), and a second one to come down to the dowtown area (to the east or west).

Discussion and Summary

While resistance to the proposed rapid transit is fairly strong in Area B: the Mountain Corridor, fairly strong support for rapid transit is found in all other areas where only 15% are opposed. The major source of opposition would seem to come from citizens whose homes are located along the proposed alignments, in particular X, Y and Z on the Mountain, and who, therefore, fear the impact of the rapid transit system on their homes, property, privacy and life style.

The second strongest source of opposition comes from those living in other areas of the Region, outside Hamilton (G) and from Area A: the Downtown Corridor, in particular where alignment W leaves the Escarpment and proceeds to the central downtown area. Those in the Other Regional areas who are opposed (25%) are concerned about the cost of a system they would not be using, while those opposed in Area A (18%) are concerned about the impact on their residential area.

While it appears that Area B: the Mountain Corridor would accept alignment W (35% preferred W), it appears that Area A: the Downtown Corridor would strongly oppose alignment W. Sixty-five percent of Area A residents preferred alignments X, Y or Z: only 25% preferred alignment W.

It is noted that the 47% support in Area B: the Mountain Corridor appears to come from Mountain residents who live near enough to the proposed alignments to benefit from the transit service, yet far enough away to escape its possible negative impacts upon their own neighbourhood.

Seventy-eight percent of respondents indicated their preferred alignment. Alignment W was a strong leader: 32% of all respondents chose W, possibly reflecting the high Area B: Mountain Corridor response where preference for W was based on Upper James Street's commercial nature.

Alignment Y was preferred by 20% of respondents; 17% preferred alignment Z: the former won support for its use of the T.H. and B. right of way while the latter was preferred by those who liked the rapid transit located farther east. Alignment X gained only 9% of the support but no strong reasons against it were found.

Considering the alignment preferences by area, it was noted that Area A : Downtown Corridor and Area G: Other Region were the only areas where alignment Y was most strongly preferred: 38% of Area A respondents and 30% of Area G respondents preferred Y.

All other areas support alignment W most frequently, as shown:

Area B: Mountain Corridor	-	W	35%
Area C: Adjacent Downtown	-	W	36%
Area D: Adjacent Mountain	-	W	41%
Area E: Other Lower City	-	W	28%
Area F: Other Mountain	-	W	49%

About one-fifth of all respondents did not indicate an alignment preference. Alignment W not only received the strongest overall support, but was the alignment most frequently chosen in five of the seven Regional areas. Alignment W also received the greatest support through written reasons for preference.

Among the options, about 25% of respondents, when selecting an alignment, did not indicate any option preference. Of those preferring alignment W, 43% preferred W2 (John St.). For alignments X, Y and Z the first option, (X1, Y1 and Z1) Mohawk Road, was strongly favoured over Fennell Street as 44% - 48% of those indicating a preferred alignment indicated Mohawk as the preferred option. The use of John St. and Mohawk Rd. appears to be strongly favoured.

Citizens supported their preferences with written reasons. The most frequently stated reason for alignment preference was that the preferred alignment was the most centrally located, and serves the most densely populated and widest area. Alignments W and Z received most support for this reason.

The second most frequent reason given was that the preferred alignment was the most direct, practical, efficient route, that it used the most suitable streets, commercial areas and T.H. and B. right of way. Alignment Y was supported to the greatest extent for this reason.

Alignment Z was supported by the third most frequent reason, being that it best served the central business district and would revitalize the downtown.

Alignment W was supported most frequently on the grounds that it best served key points, e.g. Mohawk College, hospitals, City Hall, plazas and other shopping areas. Alignments Y and W were supported most frequently with the reason that they were the most accessible and convenient.

Citizens' concerns included the negative impact on residential property (devaluation, commercialization, expropriation); their belief that rapid transit is unnecessary, too costly and would increase taxes; loss of privacy and the belief that the present transit (bus) system is satisfactory.

A number of citizens offered alternative alignment suggestions.